

MEDICAID ENROLLMENT GUIDE FOR DOULAS

This document will give an overview of Maryland Medicaid, the covered doula services, and the steps needed to enroll as a Maryland Medicaid Provider.

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Overview of Maryland Medicaid

Maryland Medicaid provides free healthcare services for eligible Maryland residents. Medicaid members fall into one of two groups: HealthChoice and Fee-for-Service. Managed Care Organizations (MCOs) are responsible for coordinating the care of HealthChoice members. The vast majority of people who receive doula services will belong to an MCO.

There are nine MCOs in Maryland: Aetna Better Health of Maryland, Amerigroup Community Care, CareFirst Community Health Plan Maryland, Jai Medical Systems, Kaiser Permanente of the Mid-Atlantic States, Maryland Physicians Care, MedStar Family Choice, Priority Partners MCO, and UnitedHealthcare Community Plan.

In order for a doula to receive payment for services provided to a HealthChoice member, a doula must first enroll as a Maryland Medicaid provider, and then contract with that member's MCO.

If you have further questions after reading this guide, please see our comprehensive Doula Services FAQ for Birth Workers, [which is found on our website](#).

Overview of the service model

Maryland Medicaid will reimburse doulas for up to eight visits before (prenatal) or after birth (postpartum), as well as attendance at labor and delivery. The prenatal/postpartum visits can be divided up however the doula and client wish. All 8 visits could happen in the prenatal period or the postpartum period or a combination of both. Many doulas will choose to have 4 visits in the prenatal period and 4 visits in the postpartum period, but this is the decision of the doula and client.

Each prenatal/postpartum visit is broken up into 15 minute units and can last up to an hour (4 units total). These visits can be delivered via telehealth, but doulas must provide labor and delivery services in person.

For more information on the doula service model, including the billing codes and reimbursement amount for services, please read the Doula Services Program Manual, [which is found on our website](#).

How to enroll as a doula provider

Maryland Medicaid's electronic Provider Revalidation and Enrollment Portal (ePREP) is where new providers can sign up to become an approved Maryland Medicaid provider. All Maryland Medicaid providers must enroll and be approved by ePREP before being reimbursed for services provided to Maryland Medicaid beneficiaries.

In order to become enrolled as a provider in ePREP, you'll need to do the following:

☐ **Get an NPI**

An NPI (National Provider Identifier) is a 10-digit identification number issued by the National Plan and Provider Enumeration System (NPPES), run by the Department of Health and Human Services (HHS), which gives unique identifiers to providers across the country. If you do not already have an NPI, you must create an account with [NPPES](#). There are two types of NPIs - Type 1 (individuals) and Type 2 (group/organization). All doulas whether operating individually or as part of a group practice need a Type 1 NPI and to enroll in ePREP. If you are a part of a doula collective, your organization has to receive a Type 2 NPI, and enroll in ePREP as a New Group. [Here is a how-to guide to getting an NPI.](#)

☐ **Get a Federal Tax ID**

If applying as an individual, you will need a Social Security Number (SSN) to enroll in ePREP. Solo/individual billers can choose to add a Federal Tax ID for payments. If a group, you will need your Taxpayer Identification Number (TIN) or Employment Identification Number (EIN).

☐ **Get a State Business ID**

If enrolling as a solo practitioner or a group practice, you'll need to obtain a SDAT number by registering your business with the State Department of Assessments and Taxation (SDAT). [You can complete this process here.](#) If enrolling as a doula who is a member of a group practice, you do not need your own SDAT.

☐ **Get your certifications**

You'll need to upload all applicable certificates from your certifying organization, [which are listed here.](#)

☐ **Complete the addendum**

Each individual doula will need to complete an addendum, and attest that you have the following:

- adequate liability insurance
- passed a Fingerprint Criminal Background Check (FCBC)

For more information on the approved certifying organizations, please read the Doula Services Program Manual, [which is found on our website.](#)

After you have gathered these items, you can then [enroll in ePREP](#), using the following training materials, also available [on our website](#):

- [ePREP Enrollment Webinar for Individual Doulas](#)
- [ePREP Enrollment Webinar Slides for Individual Doulas](#)
- [ePREP Enrollment Resource Guide for Individual Doulas](#)

For more help on ePREP, go to [MDH's ePREP page](#) for all providers.

Why was my ePREP application returned or denied?

While there are many reasons why your ePREP application may not have been accepted, the three most common reasons are:

Missing or Incorrect State Department of Assessments & Taxation (SDAT) Number

- A State Department of Assessments & Taxation (SDAT) Number is a requirement for all ePREP enrollees, whether an individual doula or group practice. This allows the State to verify that you are in good standing with SDAT.
- If you do not already have an SDAT number, you will need to obtain one before enrolling in ePREP.
- If you enter "N/A" under SDAT on your ePREP application, it cannot be approved.
- Further information on SDAT numbers is available - <https://businessexpress.maryland.gov/resources/business-faq>

Missing or Incorrect Doula Certificates

- As part of your application, you must include copies of all of the applicable training certificates from an approved organization - available here <http://www.dsd.state.md.us/comar/comarhtml/10/10.09.39.02.htm>
- You will also be required to indicate which organizations you were trained by on your addendum, see Missing or Incorrect Addendum.

Missing or Incorrect Addendum

- When you apply to ePREP, you must upload a signed addendum to your application. The addendum will ask you to attest to a variety of requirements, including:
 - That you have obtained all applicable training certificates from a state-approved organization, see Missing or Incorrect Doula Certificates;
 - That you have adequate liability insurance; and
 - That you have passed a Fingerprint Criminal Background Check (FCBC).
- Please make sure you complete the correct addendum. There is one for individual doula providers and one for doula groups. If you fill out the wrong form, your application will not be accepted.

The screenshot displays the ePREP application status interface. On the left, there is a sidebar with 'Messages' (All), 'Inbox' (Memorial Hospital, Kimberly Johnson, NEW HOPE, INC., REHABILITATION CENTER DEVELOPMENTAL SERVICES), 'Sent Messages', and 'Shared Apps' (Applications). The main area shows a list of messages from Memorial Hospital. The top message is 'Application Returned to Provider' dated Wed 10/20/2021 03:13 PM. A red arrow points to this message. Below it is a message 'Submit Application' dated Thu 08/26/2021 05:19 PM. A red box at the bottom right contains the text: 'Here is where you can see why your application was returned to you.'

To	From	Subject	Date Received	Actions
Kimberly Johnson	Maryland Medicaid Provider Enrollment Department	Application Returned to Provider	Wed 10/20/2021 03:13 PM	View, Reply, Forward, Print
Kimberly Johnson	Maryland Department of Health Provider Enrollment Division	Submit Application	Thu 08/26/2021 05:19 PM	View, Reply, Forward, Print

Total received: 1

How to contract with MCOs and bill for services

Once a doula is an approved Medicaid provider, they can contract with MCOs. This will allow them to be reimbursed by that MCO for providing services to one of the MCO's members. MCOs will provide you with detailed information on how to submit claims to them. All claims will be submitted using the same form, which is called the CMS 1500 when in paper, and 837P when electronic.

The Department had CMS 1500 webinars and slides on its [Provider Information site](#), under 'BILLING GUIDANCE, FEE SCHEDULES, and PREAUTHORIZATION INFORMATION.' In addition, you can contact the [Provider Relations Call Center](#) if you have questions about claims status, claims resolution, and billing procedure assistance.